



Healthwatch Lincolnshire

Rooms 33-35,
The Len Medlock Centre
St George's Road,
BOSTON
Lincolnshire
PE21 8YB

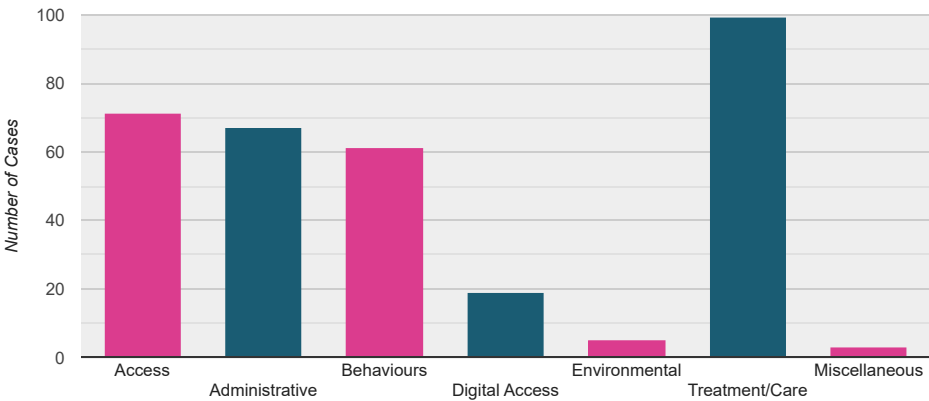
Healthwatch Lincolnshire Patient experiences: July 2026

Statistics

Total cases: 123

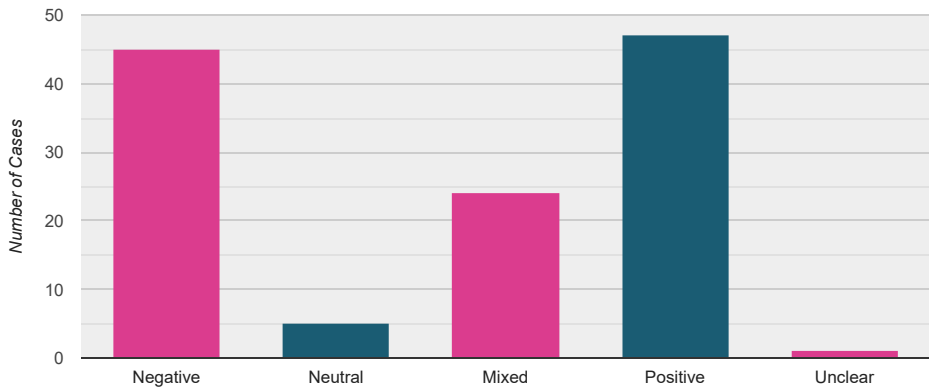
Cases responded to within 3 days: 123 out of 123 (100%)

Theme Areas



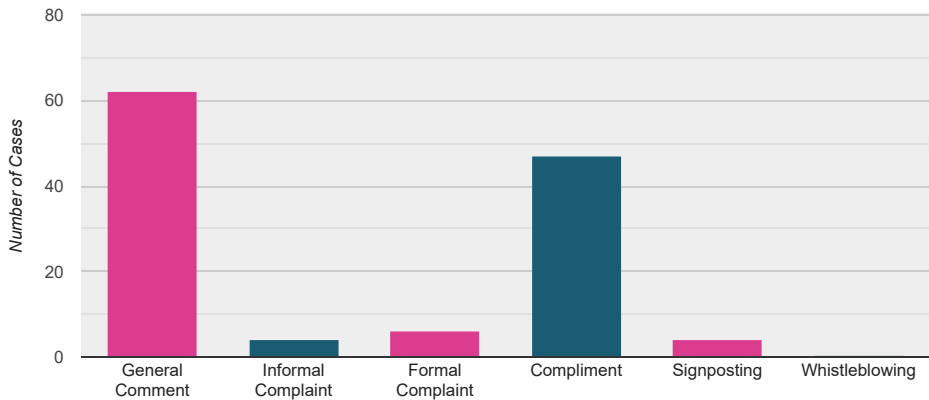
Theme Areas	Cases
Access	71
Administrative	67
Behaviours	61
Digital Access	19
Environmental	5
Treatment/Care	99
Miscellaneous	3

Sentiments



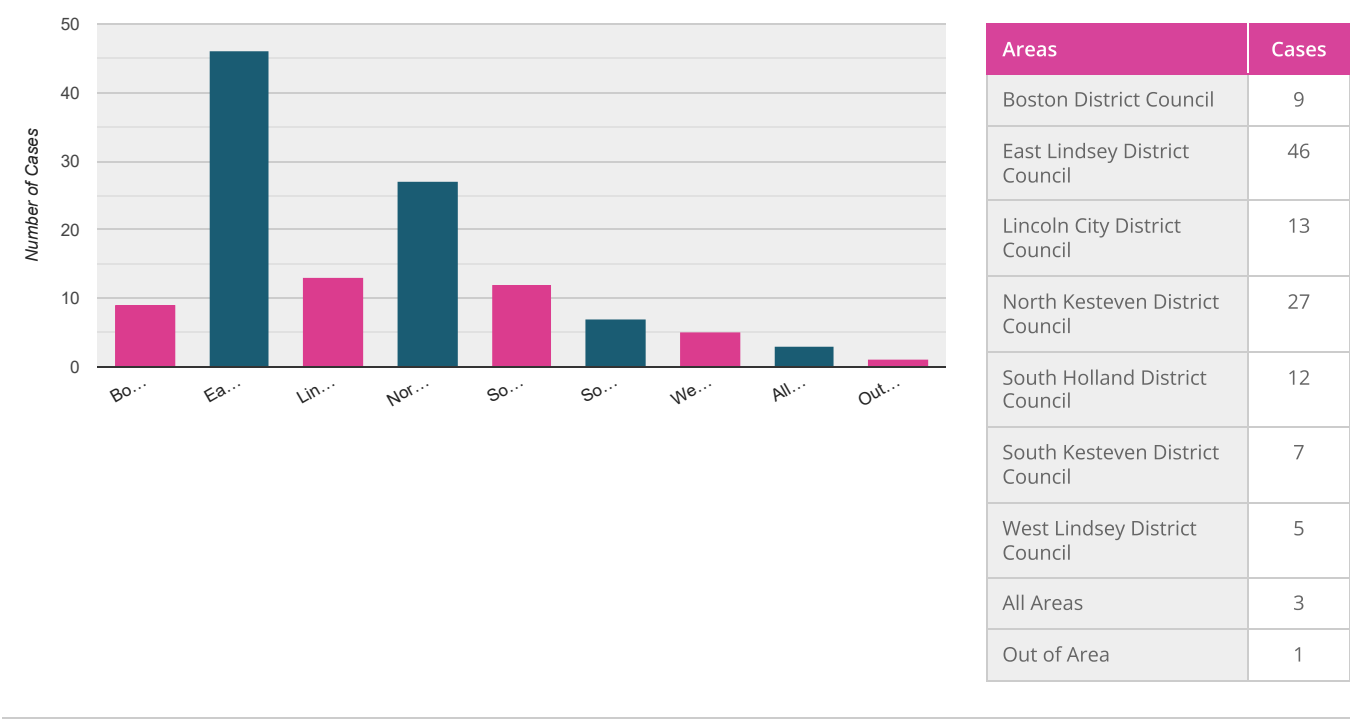
Sentiments	Cases
Negative	45
Neutral	5
Mixed	24
Positive	47
Unclear	1

Case Types

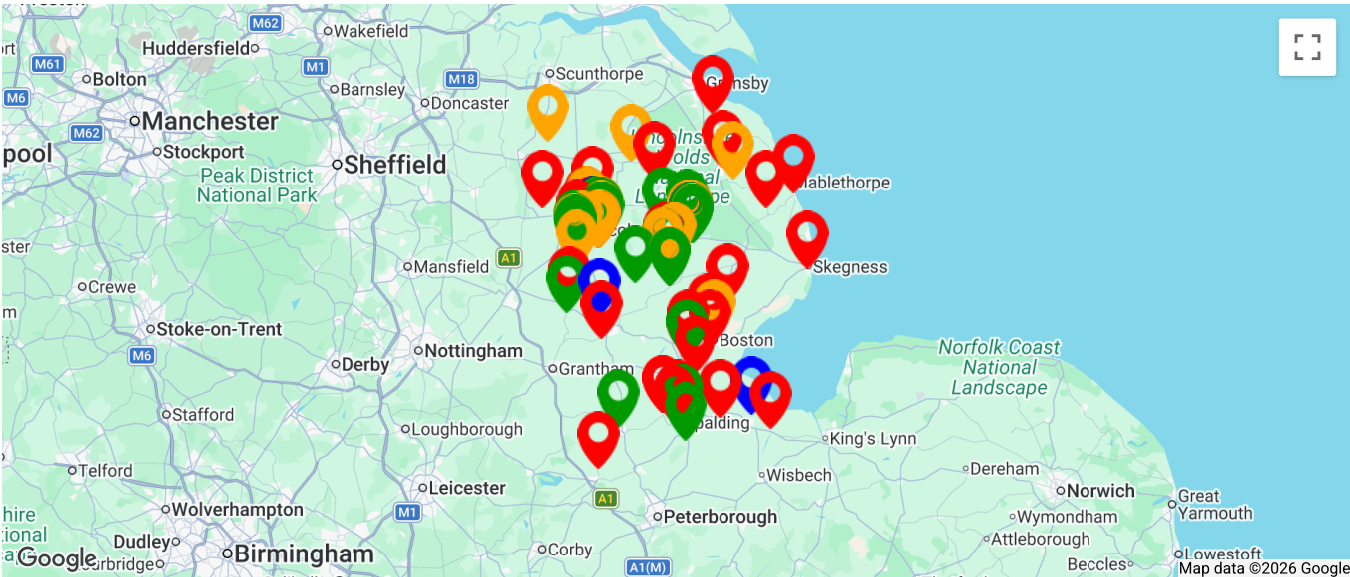


Case Types	Cases
General Comment	62
Informal Complaint	4
Formal Complaint	6
Compliment	47
Signposting	4
Whistleblowing	0

Areas



Map



Cases

Multiple Services

This section of the report includes cases that relate to multiple services.

Area	Case Details
Boston District Council x 2 2 x General Comment	General Comment

1. Case 16760 (29-07-2026)

PCN: Boston

Providers:

For Information: HS Physio services, Lincolnshire Integrated Care Services (ICS/ICB), Parkside Surgery

Patient comments : that they have had neck/ back problems and they can only see GP for one issue. First week of May went to Parkside Medical Centre to just do neck problem getting tingling sensation down arm told not to worry it will go away. Second week of May went for lower back pain referred to physiotherapy query cause so started over the counter 'painkillers. First week of May got assessed at Physio and given a sheet of A4 generic stretch exercises which made the back pain worse, had to have over the counter pain killers. Last week of May Physio did a soft manipulation of the lower back worked a bit. Third week of July appointment with the Physio was a trainee and an assessor. Physio did a hard manipulation used their thumbs in two areas of the left buttock and said "found the cause!" all seemed good for 24 hours but by Sunday getting increased sciatica pain from left buttock down the left leg by the following Monday morning was in agony and couldn't walk properly even to the toilet.

Rang for a GP appointment couldn't walk properly so got taken by car - was told to rest and given 30mg Co-Codamol x2 and could have Naproxen x2 bd. Last week of May went to a recommended massage therapist who said the Physio had aggravated the sciatic nerve and area was swollen they unknotted all the back and leg problems but needed to rest. Icing the area and a friend has given a tens machine. The back pain stems from a motor bike accident.

This could have been prevented the sciatica as it now impacts daily life, can't work/drive/ can't go to up coming events and possible up coming family holiday. Is the 2nd main carer for a young adult with special needs.

Who are HS Health group, why not be referred to the Physio attached to Parkside.

These days patients are treated as text book not as individual problems as everyone's back pain is different and the causes are very varied . To not find the cause of the problem can exacerbate the issue more or make the situation a life threatening A&E situation due to CE (cauda equina) syndrome.

Notes / Questions

Signposted to GP Practice Manager, LICB feedback team. Information given about commissioning of services

Provider Response

Thank you for the feedback. The physio service as Parkside has always been operated by HS Physio. The company holds a Any Qualified Provider contract with the ICB but operate out of Parkside Medical Centre. Until earlier in the year they held clinics 5 days a week, however due to them 1. Having their own facility and 2. Limited Room availability at the practice, therefore some of the clinics are now held at their premises.

2. Case 16761 (31-07-2026)

PCN: Boston

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

Concerned spouse shared negative experience with Healthwatch

- The Patient Service Hub (PSH) has caused them no end of problems dealing with their spouses cancer and urology issues. There is no medical secretary or member of a Clinical team to speak to when things get difficult. This is causing unnecessary stress and this worked well previously.
 - They used to get sent blood test forms to book a blood test for their spouse at the Surgery and now these are not coming through before spouse has their oncology appointments at Pilgrim Hospital. So unable to book timely appointments at Surgery.
 - Their spouse was diagnosed with cancer last year (Jan 2025).
 - Spouse had an operation in May 2025 and has had a catheter placed in their bladder that is causing them lots of issues and has to keep being replaced risking infections etc.
 - Had an appointment to have stones removed in May 2026 and Surgeon was not forthcoming with information on chasing up the Oncologist said that they would have to speak to the Surgeon who went on holiday and no information has been shared with them.
 - Their spouse went for a pre op assessment and the team did not know what operation spouse would be undergoing so this has left their spouse feeling very vulnerable and scared
 - New appointment for mid August 2026 to see a new Urologist and hoping that they will give them more information as spouse has got stones in their bladder that need to be removed as well as having a "jstem" to placed inside their bladder.
 - It has been extremely difficult to get to speak to anyone at the hospital as the AI system is chaos! Adding extra stress on to them at a very difficult time. No one at PALs getting back to them when they have tried to get through and when you ring you are left on the phone for long periods of time. Contacting the PSH has been difficult as when in a long queue keeps getting disconnected.
 - Their spouse needs to have regular blood tests but no forms are being sent across to them now. So impacting spouse's care and treatment.
 - Spouses catheter keeps coming out and they have spent many a time at the local Urgent Treatment Centre and they are getting seriously concerned about why it will not stay in place and the increased risk of infection etc that this can cause.
 - The previous Urologist wanted to perform robotic surgery on their spouse and spouse was not happy and did not give consent this has led to the new appointment being made.
 - No information re letters and appointments or cancellations being updated on NHS App when this was done before. Letters either not received or very late. When received have been outsourced to complete to a Coventry Hospital Trust ?

Notes / Questions

Patient preferred for Healthwatch to make contact with PALs

Provider Response

Response from PALs : The complaints team will be taking this further and will be in touch with the patient directly.

East Lindsey District Council x 6

- 5 x General Comment
- 1 x Formal Complaint

General Comment

1. Case 16670 (13-07-2026)

PCN: East Lindsey

Providers: Diana, Princess of Wales Hospital (Grimsby)

For Information: The North Thoresby Surgery

GP practice is North Thoresby Practice. The hospital involved is Grimsby Dianna Princess of Wales

Patient commented, if my GP hadn't have told me 9 days after I self discharged that I had a bowel obstruction I would be dead by now. This happened 2 years ago. GP was insistent that I should attend A&E urgently and arranged for me to be seen at another hospital. My reason for self discharge? - being called 'mental' by a member of nursing staff and then being threatened that if I left the ward the police would be called and I would be brought back unless I signed a self discharge document and then I would be allowed to leave. At no stage did hospital staff tell me I had an obstruction - they were too busy calling me mental. I have SAR notes and the version in the hospital notes bares little resemblance to my experience.

If my GP hadn't informed me how ill I was I would never have returned to the hospital.

The following week I was admitted to Hull Royal for emergency surgery which resulted in a bowel resection where I heard staff referring to me as 'the nutjob' or 'the hopper' - (note Grimsby and Hull are linked) . The result of this is that I now find ANY medical appointment or intervention extremely difficult and I now only seek help as an absolute last resort. There is much more to this.

Notes / Questions

Healthwatch asked if a formal complaint was raised with the Hospital at the time or within 12 months.

Provider Response

Patient responded - Thank you for your reply. I haven't raised concerns because I am still being treated, my experience has left me terrified of any contact with either hospital, also from checking their website I would not have confidence in either hospital conducting an internal investigation. I am already aware of discrepancies in my records.

HW provided Advocacy information should they require support in raising a complaint.

2. Case 16750 (28-07-2026)

PCN: East Lindsey

Providers: East Midlands Ambulance Service NHS Trust (EMAS), Pilgrim Hospital, The New Coningsby Surgery

Information received via volunteer engagement activity.

Patient commented - my relative has high blood pressure and collapsed one night at work. They were on the floor. Work colleagues rang for an ambulance but it would take over 4 hours to arrive, so another relative arrived and took them to A&E in Pilgrim Hospital.

Patients chemotherapy had caused low potassium, there had been a lack of communication to the patient about this though.

A couple of weeks ago the same thing happened whilst at work, this time they didn't call an ambulance as they thought it would be the low potassium again, however, this time it was 2 types of heart medications they were taking. One worked with the potassium and the other worked against it. They were taken off the tablet and told to see their GP to get it reviewed. On seeing their GP they were told they didn't need to take the 2nd tablet and their blood pressure was monitored.

Relative then had another visit to A&E because of the 2nd tablet being stopped. They have gone back again to their GP to try and sort it out again.

Notes / Questions

Volunteer provided information about DWP, and a referral was made by the library staff to DWP representative who visits the library to support visitors.

3. Case 16686 (16-07-2026)

Providers:

For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Patient comments that they were referred by the GP for Talking Therapy. They saw an Assistant Psychologist for assessment who started the psychological testing where they mark you from 1-10 , but they did not tell me about the testing being done. The Practitioner was lovely, but not capable of dealing with someone with complex needs. Patient has also used the Emergency Team but was not given an appointment. If they need support they ring the Samaritans instead and they respond better. They're on the phone and helpful.

Notes / Questions

No patient details provided

4. Case 16751 (28-07-2026)

PCN: East Lindsey

Providers: Pilgrim Hospital, The New Coningsby Surgery

Information received via volunteer engagement activity.

Patient commented - 2 years ago my relative fell in the bath and damaged their back. They went to see the GP who said it was bruised, take some pain killers. They have made several visits to the GP. They have been told, they had pulled ligaments. It bleeds on their back over a big area. Their close relative took them to A&E at Pilgrim Hospital, suspected fractured vertebrae, could not do an MRI as their GP had not sent them!?

The relative went to their GP who said, don't think you need an MRI, referred them to Boston West Hospital, who couldn't do anything without an MRI. 2-4 months wait inbetween all the appointments. After another 6 weeks wait they had the MRI appointment in Lincoln. Had indeed fractured 8 vertebrae. Is on pain killers, is at home, no care plan and no further consultations to date, no blood tests. Has been into hospital for other things, but no reference to their back.

There is no communication, the GP Surgery and the Hospital do not talk to one another.

They are considering making a complaint. The GPs don't seem to want to refer on. Concerned the bleeding may be a sign of something else.

Notes / Questions

Volunteer provided information about DWP, and a referral was made by the library staff to DWP representative who visits the library to support visitors.

5. Case 16657 (07-07-2026)

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT, Woodhall Spa New Surgery

Person commented their spouse had been referred by their GP surgery for a diagnosis. The wait for either Lincoln or Pilgrim Hospitals was so long, around 18 months. They are over 80 years old, so didn't want to wait so long, therefore went privately.

Positive - We find the GP surgery excellent, they take care of you, respond quickly and are patient.

Notes / Questions

No patient details shared. Patient declined to say which department

Formal Complaint

1. Case 16640 (01-07-2026)

PCN: Imp

Providers: Cliff House Medical Practice, Lincolnshire County Council - Adult Social Care, Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health)

Parent who has contacted Healthwatch regularly about some issues comments about experiences of adult child with multiple agencies and issues.

Experience shared about The Vales : severe safety and prescribing concerns whilst ignoring physical health referrals for endocrinology and neurology and prescribing of label drugs to which adult child had bad reaction to. Rife with bullying - massive problem in delayed discharge with no accountability. Failure in Health and Safety breach of Regulations /care act.

S75 east Social Work team : failure completely in safeguarding and bullying - lying before court - very very disturbing behaviour towards families.

Cliff house Medical Centre : Under Martha's rule - dismissive - failure to refer to endocrinologist - failure to return calls of concerned parent under Martha's rule. Parent feels that there has been neglect in this respect.

Long term detention under MHA (Mental Health Act) if vulnerable person who has deteriorated substantially in the most unsuitable facilities. Failures in communicating, failures in referral to specialists - off label antipsychotics cannot displace need for referral to specialists under physical healthcare. Bullying by Psychiatrists and Social Workers. Faulty risk assessments and complete misuse of safeguarding.

Notes / Questions

Signposted to : LPFT PALs, Social Care complaints, ICB feedback, CQC, PHSO, local Solicitors and MPs, NHS Advocacy, Independant mental health Advocacy.

Lincoln City District Council x 1

- 1 x Informal Complaint

Informal Complaint

	1. Case 16685 (16-07-2026) Providers: Lincoln County Hospital, NHS 111 Service Patient comments that suffering from endometriosis (now confirmed as a 5 litre cyst). They called NHS 111 very early in the morning because they were suffering acute abdominal pain. They were told a Nurse would ring them back. They have had 33 operations , and self catheterise through a stoma and have had a kidney transplant. They were called back 7 hours later. They went to A&E in the worst pain they have ever experienced. They were not screaming, shouting, or crying. They could barely sit they were in so much pain. With all of this information they were triaged and waited 3 and a half hours to receive pain relief. They saw many people treated ahead of them, who did not appear to be in excruciating pain, or life threatening situations.
North Kesteven District Council x 1 1 x Compliment	Compliment 1. Case 16699 (17-07-2026) PCN: South Lincoln Healthcare Providers: For Information: Lincoln County Hospital, Queen's Medical Centre (Nottingham), The Surgery Washingborough Patient comments that they have previously been diagnosed with blood cancer, myeloma, 3 years ago. Has had treatment and chemotherapy at Nottingham Hospital. Now in remission happy that this was positive and successful. Care from hospitals and the wonderful GP family Practice much appreciated. A thank you for wonderful care throughout.
South Holland District Council x 1 1 x General Comment	General Comment 1. Case 16713 (21-07-2026) PCN: South Lincolnshire Rural Providers: Holbeach Medical Centre Close relative of patient is concerned about the health of their spouse, they are elderly and has had a problem with hip abscess spreading, has been to the GP who agrees there is a problem, the GP made contact with a surgeon at Pilgrim Hospital who stated that does need to be looked at and possibility of surgery, but there are no vacancies and can't be done. Relative commented they are very worried and it has been ongoing for nearly 2 years. A district nurse comes in once a week, seems to get better, then flares up again, started off as an abscess, spreading, discharging and skin around is rock hard, don't know what to do. No family, spouse had a stroke a number of years ago, dementia sufferer. Feels due to spouses age, people don't want to know. Notes / Questions Patient request for Healthwatch to make contact with Practice Manager to see what is happening. Provider Response Healthwatch spoke to Administrator, who would need to speak with Practice Manager, Healthwatch requested to be kept informed. - No further contact from surgery to date. 28/7/26 - Healthwatch made contact with the caller, who hadn't spoken with anyone at the surgery, but request to leave it at present.
South Kesteven District Council x 1 1 x General Comment	General Comment

1. Case 16712 (21-07-2026)

PCN: South Lincolnshire Rural

Providers: NHS 111 Service, The Deepings Practice

Patient commented - I rang 111 in a lot of pain at 05.00 in mid July 2026. The person I spoke with referred me to out of hours GP for callback within 2 hours. Nothing by 12 noon. A rash had appeared by now around my waist on the right side. I assumed shingles. I again rang 111 for an update. They sent a referral to my GP practice and advised me to contact them enclosing a photograph which I did. After I put the phone down from 111, I rang my surgery...someone will ring me before close of day. Over 5 hours later, I received a text from GP advising me to visit a pharmacy as no photographs had been received by them. I was furious!

I telephoned the surgery and spoke to lead receptionist, who was very helpful but said GP would not see me. The receptionist found the photographs I had sent. Having spoken to GP they had been told that I must go to a pharmacy. GP did leave a prescription for me with advice that pharmacist could check the rash.

I feel very badly let down by 111 and the GP. I am over 80 years old, living alone, in a lot of pain at that time. Thankfully I now have antiviral medication but what a performance! Just hoping it is shingles and it will improve.

Notes / Questions

No patient details provided

West Lindsey District Council x 3

- 2 x Formal Complaint
- 1 x Signposting

Formal Complaint

1. Case 16689 (16-07-2026)

Providers: Annicare North, Continuing HealthCare

For Information: Honeycomb care, Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)

Telephone caller shared experience that their spouse who has Motor Neurone Disease has lost confidence in the Continuing Health Care system. Spouse has had very negative experiences with Annicare Homecare workers when they were providing care at home, which was unsafe, and investigated through the Safeguarding processes of Adult Social Care. Following these episodes they now feel unable to continue with these carers and have asked the CHC for a different Care Company they have a personal health care budget with direct payments. They have been told by CHC case worker that it is possible to subcontract a new Care Company Honeycomb but this would be done through Annicare? The couple understandably do not want anything further to do with Annicare and feel that they have the right to choose which Care Provider they use. In the meantime spouse is without carers at this time and has been like that for the last 2 weeks so this responsibility lays with the caller who themselves has been in hospital twice already this year with an autoimmune condition. Also discussed with caller that Healthwatch can complete a Poor Practice Concern around issues that spouse has had with Annicare Care Company. Will discuss with spouse and let us know.

Notes / Questions

Signposted to PHSO, Local MP contact information given.

HW asks: do service users have the right to choose the Care Company they want. Why would a Care Company be subcontracted through another Care Company that the service user had a negative and had experienced a Safe guarding issue with ? What is the correct pathway/ procedure.

Poor Practice Concern completed and sent.

Provider Response

Lincolnshire County Council Response to Poor Practice Concern : After reviewing our contract register, we can confirm that this provider does not deliver Homecare services commissioned by Lincolnshire County Council. As a result, we are unable to directly investigate this concern. However, please be assured that all PPCs are recorded and monitored by our Contract Management Team. While we are not taking further action in this instance, your submission contributes to our broader oversight of provider practices.

2. Case 16680 (16-07-2026)

PCN: Trent Care Network

Providers:

For Information: Lincoln County Hospital, Trent Valley Surgery

Complaint relates to ECG report. Patient received a text from GP stating that they had not received the report and that they needed to check with the hospital where this was done. Patient replied that according to BMA (British Medical Association) guidelines The GP who ordered the test is legally and contractually responsible for chasing, reviewing, and acting upon the results.

Patient comments that how the process should work.

- Analysis: After you return the Holter monitor (ECG), a hospital cardiac physiologist or cardiologist interprets the data.
- Routing: The final clinical report is uploaded to an electronic system or sent directly to the GP.
- Action: The GP reviews the findings to decide if you need lifestyle advice, medication, or a secondary referral to a cardiologist.

While the clinical duty falls on you as my GP, NHS administrative systems can occasionally experience delays. It is highly recommended that you take a proactive role as a patient:

1. Ask for a timeline: When you drop off the monitor, ask the hospital staff exactly how many days it typically takes to send reports to local GPs. w Leeds Teaching Ho...
2. Contact your GP surgery: If you have not heard anything after two to three weeks, contact your GP receptionist.
3. Check your NHS App: If you have full record access turned on, the written cardiology report will often appear in your "Test Results" tab as soon as your GP surgery files it.

Therefore following on from my request via Accurx and GP'S subsequent reply. I suggest you carry out your legal and contractual responsibilities and obtain those results, follow the process of recording them and then advise me if there are any adjustments or treatment that I require to maintain my health! As this test was carried out on the second week of May 2026 I hope there were no significant findings that have gone untreated while you have failed to carry out your responsibilities.

Notes / Questions

Patient cc'd Healthwatch Lincolnshire into complaint that they have sent to their registered GP Practice and LICB feedback.

HW contacted patient to acknowledge cc'd into complaint.

Signposting

1. Case 16647 (03-07-2026)

Providers: Lincolnshire Community Health Services NHS Trust (LCHS)

For Information: Skegness Hospital

Individual has made contact and comments that they are an unpaid carer for their elderly parent who is currently in Skegness Hospital for rehab following a fall. They live in the Gainsborough area but this was the only bed available for their parent. They have been there 2 weeks so far. The unpaid carer lives with their elderly parent and is currently finding it hard with the travel to visit and living on their own etc. The Hospital Team are working on getting things ready for parents return to their own home.

Individual aware of Carers First and they have their own mental health issues which they are getting some help with (e.g., change in medication and dosage, equipment will be delivered for parents return to home such as a bed as they cannot get upstairs).

Individual asking they entitled to? What questions should they be asking about? How would their parents mental health be addressed (is there support for older people with mental health issues in our county????)

Notes / Questions

Information and signposting given re Social Care Assessments, CHC, LPA's, DWP, CAB, Age UK, Carers First and LPFT services for Older Adults, LPFT SPA, wellbeing and community support and crisis support for mental health

All Areas x 1

- 1 x General Comment

General Comment

1. Case 16648 (03-07-2026)

Providers:

For Information: Lincolnshire County Council - Adult Social Care, Lincolnshire Integrated Care Services (ICS/ICB)

Individual comments about Social Services and dementia care. Very little went well. There was little to no co-ordination, or information sharing between GP, Social Work team and Dementia support and we got caught-up in a round relay of each agency playing pass the parcel with our parents care. It took my parent attempting to strangle my sibling for any real action!

Notes / Questions

No patient information provided

Community Health Services

Area	Case Details
Boston District Council x 1 1 x Informal Complaint	Informal Complaint 1. Case 16641 (01-07-2026) PCN: Boston Providers: For Information: Community Nursing - Lincolnshire, Lincolnshire Community Health Services NHS Trust (LCHS), Millbrook Healthcare Patient shared experience : I am hoping you can help me to coordinate with the relevant departments to obtain a ROHO cushion, as I've been unsuccessful in doing this myself for several months now - resulting in several visits by the Nursing team to dress my pressure sores. This is both very painful for me and costly for the NHS. As background, I have been assessed by the OT and Physio team and they have both recommended I obtain a ROHO cushion. OT/Physio initially ordered one for me, after several weeks of waiting. This is because it had to be a special order and authorised by someone higher in their team. This was done and the cushion was finally ordered early April, but consequently cancelled the following day due to Lincolnshire's policies. Millbrook would not discuss which policies and suggested I went back to the Physio team. Despite doing this, since then I have been going round in circles - with Physio saying the Nurses have to order them the Nurses say the Physio have to order them. At this time I am suffering with moisture lesions and pressure problems as I have to spend many hours sat in a chair, not moving. To help me with constant pain, plus reduce the time and cost the NHS are spending to constantly send out nurses to dress these wounds. Notes / Questions Are all Community Nursing Team aware of who to provide details for patients as this patient was informed by CN to go OT and back again, very confusing for patients Provider Response Millbrook Clinical Lead response : Service User is known to us but does not have an open referral so they would need to call in and request a review of their cushion. If they broken skin then they would be considered a priority. One of our therapists would ring and discuss further once we have received the self-referral. It may be that we have a Roho cushion (or similar) in stock that we can send out but without a referral there is very little I can do. The number to ring is 01529 350055 Information shared with the patient. When patient rang were told to go back to the Nurse at GP Surgery. Millbrook response: No I will get one of my team to give them a ring (in fact, I can hear them talking to Service User on the phone as I type this)Leave it with me, we will sort it. This has now been resolved by Millbrook
East Lindsey District Council x 2 1 x General Comment 1 x Compliment	General Comment 1. Case 16651 (06-07-2026) PCN: First Coastal Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Skegness UTC (Urgent Treatment Centre) Patient commented. After sitting in the waiting area for 6 hours after being seen by triage. I was then told I was too bad for them, and told to go to A&E. Should have been told that as soon as I was seen..... Notes / Questions No patient details provided

	Compliment 1. Case 16665 (08-07-2026) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Urgent Treatment Centre Patient commented - I used the Boston Pilgrim Hospital UTC last year, after a minor motorcycle accident. I was triaged and seen within an hour, including x-rays. This was on a weekday. Fantastic Notes / Questions No patient details shared
South Kesteven District Council x 1 1 x Compliment	Compliment 1. Case 16708 (20-07-2026) Providers: Lincolnshire Community Health Services NHS Trust (LCHS) Grantham Urgent Treatment Centre Swift service, problem identified, treatment prescribed, collected and home within 2 hours. Notes / Questions No patient details provided
Out of Area x 1 1 x Compliment	Compliment 1. Case 16650 (03-07-2026) Providers: For Information: Peterborough City Hospital Urgent Treatment Centre Patient experience shared : Waiting was reasonable, lovely Doctor & dressing done by Deputy Sister. Both extremely professional, caring, informative & friendly. Notes / Questions Information shared with Peterborough and Cambridgeshire Healthwatch

Primary Care Services

Area	Case Details
Boston District Council x 2 1 x General Comment 1 x Compliment	General Comment 1. Case 16668 (13-07-2026) PCN: Boston Providers: Kirton Medical Centre Patient commented - I'm a diabetic with various wounds and an infection in my left foot. I phoned the surgery and was told there were no appointments. I was told to go to the hospital. I don't drive, and I can not walk at the moment due to my foot. I'm using a manual wheelchair. I had to find a lift to the hospital and I was in agony. The doctors surgery is nearer to me than the hospital. It is a constant struggle with this GP practice to get an appointment. It's also a constant struggle to get them to answer their phones. It should not be this difficult to access an emergency appointment. Notes / Questions Healthwatch suggested raising this with the Practice Manager, also provided NHS 111 in case. Compliment 1. Case 16702 (17-07-2026) PCN: Boston Providers: Kirton Medical Centre Patient comments that receptionists are polite, kind, caring and helpful. GP and Nurses caring and compassionate.
East Lindsey District Council x 29 12 x General Comment 2 x Formal Complaint 14 x Compliment 1 x Signposting	General Comment

1. Case 16684 (16-07-2026)

PCN: East Lindsey

Providers:

For Information: Boots Pharmacy (Horncastle), Horncastle Medical Practice, Pharmacy

Patient comments that Anima takes 48 hours to process a prescription and send it to Boots Pharmacy who then need 5 days to process it so 7 days needed in total. It won't be released early. Patient takes lots of medications and they are not coordinated, so they have to order 3 times and go to the Pharmacy 3 times. Trying to get them all in line together would be helpful but this is difficult. Sometimes they don't have the medication they need at Boots Pharmacy Horncastle.

Patient works, so can't use the online services while at work as has no access to their phone. They have explained this to the Surgery but they still direct them to Anima all of the time. They are not sure how people with less tech knowledge deal with Anima. The Nurses at the Surgery are incredible and so helpful.

Notes / Questions

No patient information provided

2. Case 16688 (16-07-2026)

Providers:

For Information: Boots Pharmacy (Horncastle), Lincolnshire Integrated Care Services (ICS/ICB), Pharmacy

Individual shared experience that gets their prescriptions from Boots Pharmacy and they don't like that Boots are going to abolish paper scripts and use the internet. They comment that its time that these places realised there is a life outside of the internet. The Boots staff warned them a while ago about this move. They did get a script this time which they didn't think they would. The person on Reception today at the GP Surgery said they would copy one for them at Reception.

The Boots Pharmacy shop is not big enough, it's ridiculous. They only use them for their prescription. They won't buy anything from them as they are too expensive, but they are a monopoly. There is no room in the shop and if it's raining you can be standing outside queuing. The shop should be bigger for the size of the town.

Notes / Questions

No personal information provided

3. Case 16720 (24-07-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Patient comments that they definitely get on OK at the GP Practice they are friendly and helpful. They can get an appointment easily enough. They use the ring back service. They tried to use the new Anima system and they are not happy, and unsure of it and would rather ring the surgery. Sometimes when they go to the Practice the staff book them in for further appointments.

Notes / Questions

No patient information provided

4. Case 16721 (24-07-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Individual comments that their parents carer suggested that they got respectful power of attorney? They have requested this through anima, but have had no response. But on the whole Anima is better than the old service. The Admin section is useful and asks better questions for you to answer and makes more sense. It must save the Practice a lot of admin so that's good. But not easy for a non tech person like their parents so please do not stop the phone service. Anima has extended the times it is available so you can put in requests at any time. That's better I have been worried before I would get cut off.

Notes / Questions

No patient information provided

5. Case 16745 (27-07-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Information received via volunteer engagement activity.

Patient commented - It's difficult to get an appointment. I rarely see a Doctor, it is usually a Practice Nurse, which is sometimes ok, but sometimes I need more extensive knowledge and I see the Practice Nurse and ask them about something, and they can't deal with it.

Notes / Questions

No patient details provided

6. Case 16726 (24-07-2026)

Providers:

For Information: Integrated Care Board Dental

Individual makes the comment that they don't have a dentist. They have tried to get one for so many years. They can't afford to go privately. Apparently if you are on their waiting list they take you off after 2 years. They did see a Dentist in Skegness for an emergency sometime ago.

Notes / Questions

No patient information provided

7. Case 16759 (29-07-2026)

PCN: Meridian

Providers: Louth Dental Care (Ishak Practices Ltd)

For Information: Integrated Care Board Dental

Caller looking for an NHS Dentist, has fibromyalgia, wheelchair user and has autism, previously with Louth Dental Care, where they stated the patient required a general anaesthetic for some dental work, but would refer to another practice as they didn't do that there and to wait to get information from the other practice. Patient hadn't heard anything for over 6 months so made contact with the Louth Dental Care team, who stated as they hadn't contacted them during the 6 months for check-up they were no longer a patient at this practice!

Patient had not been informed that they needed to do this as they were waiting for the referred practice to make contact, which they never did. Patient feels this is appalling and patients should be informed of any stipulations, especially as they hadn't contacted the patient to make any appointments either, just left.

Patient has a number of broken teeth and front tooth causing pain, has already been seen as an emergency patient elsewhere, but is looking for an NHS dentist that they can stay with to get there teeth sorted once and for all. Patient commented they are very self-conscious about their front teeth as they don't look very good.

Notes / Questions

Healthwatch suggested making a formal complaint to the Practice Manager; patient requested alternative NHS Dental options, which were provided and as patient is on Universal Credit, information to take a look at HC2 form with their carer.

8. Case 16677 (15-07-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: Lincolnshire Integrated Care Services (ICS/ICB), Marsh Medical Practice, Martin Smith Opticians LTD, Opticians

Patient comments that had gone to Opticians because of a sight problem and that they needed to be referred to the hospital for Specialist care as this was a severe issue. A letter was sent to the GP for referral into hospital services. Patient told that there was an eighteen month waiting list to be seen at the hospital but they could be referred to a private provider of NHS care. They went to the private provider of NHS care at Martin Smith Opticians in Lincoln. They were very happy with the first Consultation and second follow up appointment. They found Optometrist very professional and knowledgeable and thorough. They have diagnosed severe dry eye and because first eye drops have not worked now prescribed a stronger eye drop and follow up appointments. They have prescribed stronger eye drops for thirty days which they were able to get from Pharmacy in Sutton-on Sea.

The problem they have is that the GP will not prescribe the stronger eye drops on repeat prescription and have sent another referral for hospital Specialist even though they have the information in letter form from the Optometrist. Patient has made 8 phone calls to the Surgery and feels the Surgery is being awkward and this is not the first time that things like this have happened. They feel very stressed about this and are concerned that they will not be able to get the prescription for the stronger eye drops that is making the condition better. Patient also comments that what is the point of referring them to the Hospital who do not know their history or prescribe the eye drops or performed an examination of their eyes, and when waiting lists are so long and they are already receiving appropriate NHS care from the provider they were referred to ?

Notes / Questions

Signposted to LICB Customer care and feedback services.

9. Case 16753 (29-07-2026)

PCN: First Coastal

Providers: Lincolnshire Integrated Care Services (ICS/ICB)

Patient commented, they had moved to the area and currently living in their holiday home, due to circumstances after selling their home in Spalding. Was informed that they would not be able to be registered at a GP practice permanently, but on a temporary level until they find a more permanent home, which could be a long time off. Is on regular medications which require monitoring. Had also left a message for ICB and spoke with PALs.

Notes / Questions

On contacting the patient, they had spoken with the Practice Manager and has come to a mutual agreement, so this has now been solved.

10. Case 16658 (07-07-2026)

Providers: Lunettes Opticians (Ruskington)

For Information: Opticians

Lunettes Optician

Patient stated, they are very good but a bit pricey. £1,000 for some glasses and frames I wanted. So I took the prescription which they gave to me ok and got them online for under £600.

I do for regular check ups, last time I went was over 2 years ago, rather than the 2 year point which you're supposed to do. They do call me in, I changed from vision express as I felt they weren't very good and felt pestered. Lunettes have a good range of frames but quite expensive.

Notes / Questions

No patient details shared

11. Case 16747 (28-07-2026)

PCN: East Lindsey

Providers: The New Coningsby Surgery

Information received via volunteer engagement activity.

Patient commented - my relative has 3 bulging discs, a shortened spine and is in pain. Their problems started over 2 years ago but continue to now. They went to the surgery about their back and was told it was just a strain and to go home. They went several times and was told different things, sciatica, problem with their hip etc. They asked for an MRI as they also have cancer. 18 months after going to the GP for the first time the problems with their spine were found. It took so long and the surgery were reluctant to make a referral.

12. Case 16662 (07-07-2026)

PCN: East Lindsey

Providers: Woodhall Spa New Surgery

Patient commented. Generally they are good. I have noticed a difference in the last 9 months, not drastic, but more bureaucracy. It's like fort knox to see a GP. You ring at 8am or go on the computer quickly. It's AskMyGP at this surgery, which I believe from others I talk to is an improvement on other systems at other surgeries. It's effective as it can be. I do find the surgery good, but then I'm proactive and I think others are left in limbo if they are not so proactive.

I ask for updates, I take the view, it's my health and I need to look after myself and use their expertise. It's a nightmare to park at the surgery, it is the way it is and they are aware of it, but there is nowhere to expand, so patients park on the roadside.

Notes / Questions

No patient details shared

Formal Complaint

1. Case 16716 (24-07-2026)

PCN: East Lindsey

Providers: The Surgery Market Rasen

Caller directed to Healthwatch from Parliamentary Health Ombudsman (according to the PHSO) as complaint that they have is a minor issue.

Caller comments that they feel they have not been treated fairly and quite aggressively at times. This relates to a formal complaint made to the Practice Manager and caller not happy with response received. Caller has a diagnosed mental health issue that is recorded on their medical records, anxiety and is prescribed medication for this.

Caller went to Dr's and at first was surprised by Receptionists attitude, told that this could be done but this would need a payment. Letter was received by the caller with no date, or information and following this a complaint was made by the caller to the Practice Manager. Caller was told by the Practice Manager that a GP would not be able to send a letter to a Gym in relation to their contract. Caller very angry that they were told in the first place this could be done and have made a payment for this to be done.

Notes / Questions

Signposted to LICB feedback Team.

Patient preferred not to provide personal information.

Provider Response

We provided them with a letter but could not include all the information they was requesting as this was not on their medical record. We cannot include information that isn't factual to help with their request.

2. Case 16695 (17-07-2026)

PCN: East Lindsey

Providers:

For Information: Woodhall Spa New Surgery

Caller rang and spoke to Business Support for Healthwatch and was very angry and upset about how they had been treated by a Receptionist at their registered Surgery. They would like advice on how to make a formal complaint about one of the receptionists at the surgery. The receptionist has obviously upset this patient tremendously as they feel like contacting the police and wants this receptionist sacked! Directed to Information and Signposting team.

Notes / Questions

Healthwatch provided information on Practice Manager or ICB details. Patient will ring back if requires further assistance, but will be moving GP Practices.

Provider Response

Patient has now moved practices.

Compliment

1. Case 16719 (24-07-2026)

PCN: East Lindsey

Providers:

For Information: Boots Pharmacy (Horncastle), Horncastle Medical Practice, Pharmacy

Individual shared experience that they get their prescriptions from Horncastle Surgery to the Boots Pharmacy. Boots are fine. They order on the phone and then Boots send me texts. Have no problems. They normally get the meds they need on time. No delays, though today they went to collect their prescription and it won't be ready till Friday.

Notes / Questions

No patient information provided

2. Case 16722 (24-07-2026)

PCN: East Lindsey

Providers:

For Information: Boots Pharmacy (Horncastle), Horncastle Medical Practice, Pharmacy

Patient comments that GP Practice is very good. The Doctors are very quick on the mark to contact you if there's a problem and let you know. It's a very good practice the Doctors are really good. I moved here from another Practice which was not very good. They manage to get appointments OK. They ring to get an appointment. They rang them today to come on for bloods. They get their prescriptions OK, I go to the Horncastle Boots. They get their meds on time and they have the ones I need.

Notes / Questions

No patient details provided.

3. Case 16724 (24-07-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

For Information: Boots Pharmacy (Horncastle), Pharmacy

Patient comments that they get on OK and they can get an appointment they rang today and got an appointment for today. They ring at 8am if they want a same day appointment. Today is their only day off work. They are not good with technology and is reluctant to use Anima. They are OK with phoning and the Practice is to. The Staff are helpful. The patient is diabetic and they see the Diabetic Nurse regularly for blood tests and follow up. They use paper scripts for any medications and they use the Boots Pharmacy near the Surgery and get their medication on time.

4. Case 16740 (27-07-2026)

Providers: Boots Pharmacy (Horncastle)

For Information: Pharmacy

Information received via volunteer engagement activity.

Boots Pharmacy - Horncastle

Patient commented - Get on very well, they've improved their system. Used to take prescription to the Dr to sign, but now it's done on-line. I can fill it in on-line and it saves a trip. Medication is always there and ready when I need it. I get a phone call and the Doctor does a review.

Notes / Questions

No patient details provided

5. Case 16687 (16-07-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Patient comments that the Surgery called them in for their RSV (Respiratory Syncytial Virus) vaccine. They get thorough checks and they are good at calling you back if needed. They get appointments OK. They phone in and get to listen to a lot of music, but you can leave a message and they ring back quickly, its quicker than staying on the phone. My relative sometimes gets my appointment using Anima, I don't use it. The Surgery also comes out to their home to my spouse which is helpful for them and their family. They also get vaccinations done at the same time at home.

Notes / Questions

No personal information provided

6. Case 16690 (16-07-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Patient comments that they got their appointment for today OK. They phoned at 9.11am and were at the Surgery for their appointment a couple of hours later. They used the ring back option and they got back to me. They don't do the internet. Reception is good, can't comment on the other staff as they don't often go to the Surgery and haven't seen them yet today. Although they have seen a Practice Nurse before who was good, not sure about the Doctors.

Notes / Questions

No personal information shared

7. Case 16725 (24-07-2026)

PCN: East Lindsey

Providers:

For Information: Horncastle Medical Practice

Patient comments that they have no issues with the GP Practice. Although they live in Woodhall Spa they prefer to come to Horncastle Surgery. They are still within the boundary and they let them come to the Practice.

They get appointments quickly. They use Anima and sometimes they get nearly to the end of the process and it fails. They think it is because they have an old phone and it doesn't work with Anima. But I'm not updating it just for this. They have explained this to the Surgery, so the patient rings to make appointments and the Surgery let them. The Staff are polite, helpful and friendly.

Notes / Questions

No patient information provided

8. Case 16741 (27-07-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Information received via volunteer engagement activity.

Patient commented - I get on fine. Generally I don't mind who I see, and if they need you to see someone else at your appointment, they pass you on. I use Anima, it's fine, no problems and I've got appointments so far in a timely manner.

Just one thing, I was referred to a physiotherapist, they gave me exercises to do, didn't touch my knee or examine it. I do yoga, so I know the exercise anyway so that wasn't too helpful, I guess they weren't to know though.

Notes / Questions

No patient details provided

9. Case 16743 (27-07-2026)

PCN: East Lindsey

Providers: Horncastle Medical Practice

Information received via volunteer engagement activity.

Patient commented - I'm happy with this surgery. I like the digital and not having to go into the surgery, rather this than sit in a waiting room with poorly people. I like the advice, the texts and the emails. I use Amina and find it very good. I have the NHS APP and it always works. I look up things and order my prescription this way.

Notes / Questions

No patient details provided

10. Case 16718 (24-07-2026)

Providers:

For Information: Integrated Care Board Dental, Kordel House Dental Practice Horncastle

Patient shares that they have an NHS Dentist. They needed a filling last week and that went well. They are gentle and explain everything that they are doing. They get regular 6 monthly check ups which they are satisfied with. They are relieved to have a Dentist.

Notes / Questions

No patient information shared

11. Case 16744 (27-07-2026)

Providers: Kordel House Dental Practice Horncastle

For Information: Integrated Care Board Dental

Information received via volunteer engagement activity.

Patient commented - They're great, really good. I can get an appointment, I'm an NHS patient, which is crucial for me. It is a clean area, both waiting room and treatment room. The dentist explains everything they're doing as they go along.

Notes / Questions

No patient details provided

12. Case 16723 (24-07-2026)

Providers: Specsavers (Horncastle)

For Information: Opticians

Individual has shared experiences of Spec Savers at Horncastle. I would thoroughly recommend them. Very thorough and they listen to you.

Audio services : they lost the rubber foam from their hearing aid and they walked in and asked for a new one. They checked their ear and found it. A thorough check from just a walk in that's how good they are.

Opticians : full examination very good. They have a good range of frames. They couldn't get the 2 for 1 offer but they did get a discount.

Overall it is just a nice little shop. There's no rush they are very friendly and have time for you and get appointments easily.

13. Case 16654 (07-07-2026)

PCN: Meridian

Providers: Tasburgh Lodge

Patient commented they felt the surgery was brilliant. Really good surgery. They have a pharmacy attached which I like. Good GPs, good staff overall that are helpful and efficient. You can get appointments ok or you can have the ringback service. Prescriptions are ready on time, I've been there since 2021.

Notes / Questions

No patient details shared

14. Case 16660 (07-07-2026)

Providers: The New Coningsby Surgery

Patient commented they felt Coningsby New Surgery was fantastic because they help, care and there is always someone at the end of the phone. We are not technical people, so we phone them and they are fantastic at the end of the phone. We can get an appointment ok, most of the time we go and see the member of staff they suggest as all the staff are highly qualified and have not let us down.

We can get prescriptions and it goes smoothly, we use the paper script. Collect our medications from Boots in Coningsby, where we like the text service to say it's ready for collection.

Notes / Questions

No patient details shared

Signposting

1. Case 16661 (07-07-2026)

Providers:

For Information: Lincolnshire Integrated Care Services (ICS/ICB)

Healthwatch Volunteer at Horncastle Library.

Person commented they were a visitor to the county and were not sure where they would go as spouse had swollen bites yesterday on their neck that needed looking at.

Notes / Questions

Person was signposted on the day to the local pharmacy as 1st contact.

No patient details shared

Lincoln City District Council x 8

- 3 x General Comment
- 5 x Compliment

General Comment

1. Case 16727 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information received via volunteer engagement activity.

Patient commented - Quite good, telephone calls when needed and able to speak to a Doctor. Do have to wait for appointments though.

Notes / Questions

No patient details provided

2. Case 16736 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information received via volunteer engagement activity.

Patient commented and requested volunteer write the feedback - patient is dyslexic and has a stammer, gets annoyed with themselves when they are unable to communicate. Has no computer or mobile and use of phone is almost impossible due to their stammer. Spouse passed away a year ago. Relies on a friend to book appointments via AskMyGP. When in the surgery patient gets hot and bothered, not always noted by the staff. Did comment the surgery is generally very kind.

Notes / Questions

No patient details provided

3. Case 16714 (24-07-2026)

Providers:

For Information: Integrated Care Board Dental, Rodericks Dental Practice (Lincoln)

Patient comments that they have needed to complete research themselves on what is available on the NHS from their dentist, because they declines everything I ask for help with.

Notes / Questions

Signposted to Practice Manager at Dental Surgery in the first instance and LICB if not resolved.

Compliment

1. Case 16728 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information received via volunteer engagement activity.

Patient commented - I have found the surgery really helpful. I have been attending regular appointments with the health & wellness coach since March and they have really helped with my anxiety.

2. Case 16730 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information received via volunteer engagement activity.

Patient commented - I am more than happy with all the Doctors have to offer, I use the NHS APP and find it very useful.

3. Case 16731 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information received via volunteer engagement activity.

Patient commented - although fortunately, I don't attend very often, but on the occasions I do, I find appointments are prompt and all the staff are considerate and helpful.

Notes / Questions

No patient details provided

4. Case 16733 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Brant Road Surgery

Information received via volunteer engagement activity.

Patient commented - recently I have had a full health check and B12 injection. I have found staff at Brant Road Health Centre and NHS care overall, excellent. Great service, polite and informative.

	5. Case 16734 (27-07-2026) PCN: South Lincoln Healthcare Providers: Brant Road Surgery Information received via volunteer engagement activity. Patient commented - very friendly, very helpful. Always get the the bottom of any issue.
North Kesteven District Council x 14 • 9 x General Comment • 5 x Compliment	General Comment 1. Case 16674 (15-07-2026) Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB) I should appreciate your help with the NHS APP. I use it and find it very useful. I should like to set it up for my spouse but as we use the same e-mail address and the same mobile phone it seems that I cannot add a second person to the APP. Is this so? If I am wrong then please tell me how to register their details. We also use the AskMyGP and this has no problem with having more than one user on the same device as provision is made for a second log in. Notes / Questions Healthwatch provided information if carer - Using family and carer access – NHS App help - NHS or alternatively to set up another email address. Patient responded - The AskMyGP system has the flexibility needed and is a good system but the NHS APP needs improvement. Please would you use your influence to try to get the two systems to work in the same way. 2. Case 16682 (16-07-2026) Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB) Patient comments that they like the online advice service when I can just email a query and changes to medication as it saves them trying to make an appointment or call. They know GP's try really hard and have very little time to do their job. They just wish sometimes that they are given the benefit of doubt, and seen as an expert about how they feel as at times my concerns were not always understood which has in the past led to worsening of my health. No GP Practice recorded. 3. Case 16711 (21-07-2026) Providers: Lincolnshire Integrated Care Services (ICS/ICB) Patient request for support regarding NHS breast reduction I am writing to ask if you can offer me any advice or support regarding obtaining an NHS breast reduction. I have been struggling with the effects of having very large breasts for a long time. I experience constant neck, shoulder and back pain, and I frequently develop painful redness and swelling underneath my breasts despite trying everything I have been advised to do. I have worn professionally fitted bras, sports bras and supportive bras, but nothing has relieved my symptoms. My breasts also make it extremely difficult to exercise, which has affected my ability to lose weight and improve my health. I find it difficult to buy clothes that fit properly, and I often feel embarrassed about my appearance, which has had a significant impact on my confidence and mental wellbeing. I understand that NHS breast reduction surgery is subject to strict eligibility criteria, and my current BMI is above the usual threshold. However, I have already lost almost three stone and I am continuing to work towards losing more weight. Despite this progress, I continue to experience significant physical pain and recurring skin problems. I would be grateful if you could advise me on what support or advocacy may be available, whether there are any routes to challenge funding decisions if necessary, and whether you can help me ensure my concerns are properly heard by my GP and the local NHS. I am happy to provide photo evidence of the irritation, redness and swelling underneath my breasts. Notes / Questions Healthwatch provided information on: Advocacy; ICB; prior approval; IFR 4. Case 16700 (17-07-2026) PCN: South Lincoln Healthcare Providers: For Information: Navenby Cliff Villages Surgery Patient comments that have had a blood test taken and a follow up appointment was difficult to arrange due to very limited appointment availability before morning hours. Had to compromise to get booked in. Thankfully they have an understanding employer.

5. Case 16667 (08-07-2026)

PCN: K2 Healthcare Sleaford

Providers: Sleaford Medical Group

Sleaford out of hours practice

Couldn't even get to see anyone

Notes / Questions

Healthwatch requested further information, no further information provided to date.

6. Case 16679 (16-07-2026)

PCN: K2 Healthcare Sleaford

Providers:

For Information: Sleaford Medical Group

Patient comments about Sleaford Urgent Care Centre. They attended with a nosebleed that had lasted over an hour and would not stop. They asked how it had happened, and because patient told them it was spontaneous and not the result of an injury they turned them away and said they had to go twenty miles to the nearest A&E.

Notes / Questions

No patient information provided

7. Case 16645 (02-07-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Surgery Washingborough

Patient comments : that it is hard to get an appointment. They moved from another county, where we never had a problem getting appointments. Need more female Doctors. Nurses have been excellent. The female Doctor I saw was excellent, the male Doctor not so much. My child was referred to Lincoln Hospital but has not received an appointment, apparently they can't get them on the system. It seems very inefficient.

8. Case 16694 (17-07-2026)

Providers:

For Information: The Surgery Washingborough

Patient comments that they don't often visit the GP Surgery . When they ring up, they are not sure how the system works. I find it frustrating that the Staff get frustrated when I don't know the booking system.

9. Case 16704 (17-07-2026)

PCN: South Lincolnshire Rural

Providers:

For Information: The Surgery Washingborough

Patient comments that have found Surgery staff very helpful but they waited a while for their carpal tunnel Surgery 10 weeks for the Operation.

Compliment

1. Case 16642 (02-07-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Surgery Washingborough

Patient comments that staff attentive and helpful. Never has problems getting an appointment . The Doctors are excellent . " Spot on Surgery".

2. Case 16683 (16-07-2026)

PCN: South Lincoln Healthcare

Providers: The Surgery Washingborough

Patient comments that the Practice is absolutely wonderful, routine appointments are easy to book has had no experience of emergency appointments. Staff are friendly and knowledgeable , Doctors and Nursing staff are excellent. Patient is having an issue with their legs. Initial consultation was thorough, referral for MRI prompt. Doctors explanation was encouraging whilst realistic. They were at the Practice for a blood test which they have had before.

3. Case 16697 (17-07-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Surgery Washingborough

Patient comments that they use the Doctors Surgery often to manage their child's long term health condition. They can ring up in the morning and always offered same day appointment when it is needed. The Doctors are very good and caring.

4. Case 16701 (17-07-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Surgery Washingborough

Patient comments that they have had excellent, efficient service from a particular Nurse when having blood tests taken. Thank you.

5. Case 16717 (24-07-2026)

PCN: South Lincoln Healthcare

Providers:

For Information: The Surgery Washingborough

Patient comments that there are fantastic Doctors who have been very supportive due to their ongoing health issues. They are very grateful to each and every one of our Doctors. Well done.

Notes / Questions

No patient details

South Holland District Council x 7

- 5 x General Comment
- 2 x Compliment

General Comment

1. Case 16754 (29-07-2026)

PCN: Spalding

Providers: Beechfield Medical Centre

Patient comments that the face to face appointments are not good and that you have to wait for a long time for them. Their spouse was reprimanded because they had stopped their medication as they were not feeling well on it. They explained why they had stopped it and they did not listen to them.

2. Case 16755 (29-07-2026)

PCN: Spalding

Providers: Beechfield Medical Centre

Patient comments that Receptionists are sometimes not helpful and not having your own Doctor is complicated .

3. Case 16756 (29-07-2026)

PCN: Spalding

Providers: Beechfield Medical Centre

Patient comments that there needs to be more information and availability to learn about online services provided by the Practice. As for making an appointment, there is a need to complete an online form which they do not feel up to completing.

4. Case 16758 (29-07-2026)

PCN: Spalding

Providers: Beechfield Medical Centre

Patient commented that they had received a form and a sample bottle to take to the Practice for testing for their allergies. When they got to the Practice the Receptionist told them to put it in the bin. They did not want it. The Practice first wanted to have a chat to them, the patient felt that they were ignoring them.

	5. Case 16652 (07-07-2026) PCN: Spalding Providers: JDSP Dental T/A Winsover Dental Care For Information: Integrated Care Board Dental Patient commented. Utterly dreadful. Trying to push me into paying for private treatment saying I will have to wait years to get the treatment on the NHS and I need it now. Extremely manipulative. No dentists anywhere taking on NHS patients, it's an utter disgrace. I can not afford dental treatment privately they want to charge nearly £500 to remove one tooth!! I can't afford that! I have no idea what to do. The services for NHS dentists are none existent in Lincolnshire and this is not acceptable. Notes / Questions Healthwatch provided information to contact the Practice Manager to discuss, also alternative options for NHS Dental Compliment 1. Case 16752 (29-07-2026) PCN: Spalding Providers: Beechfield Medical Centre Patient comments that their face to face appointment went well and was very good. 2. Case 16757 (29-07-2026) PCN: Spalding Providers: Beechfield Medical Centre Patient comments that the Doctor they saw was very good . The service was quick and efficient and they really like the triage system.
South Kesteven District Council x 2 • 1 x General Comment • 1 x Compliment	General Comment 1. Case 16762 (31-07-2026) PCN: Four Counties Providers: For Information: Lakeside Healthcare Stamford (St Mary's and Sheepmarket) Patient comments - If I am statins for life. Why do they say they can only dispense them at monthly intervals? I join a queue of 10 people deep every month and the Pharmacy they are very busy but they won't dispense in 3 months intervals. Is it because they are paid per prescription ? So want 12 payments a year rather than 4 ? Notes / Questions No patient details provided Compliment 1. Case 16705 (20-07-2026) PCN: South Lincolnshire Rural Providers: Bourne Galletly Practice Team Patient commented : Outstanding person focused service from skilled staff. Very skilled people.

Hospital Services

Area	Case Details
Boston District Council x 4 • 2 x General Comment • 1 x Informal Complaint • 1 x Compliment	General Comment 1. Case 16706 (20-07-2026) PCN: Boston Providers: Lincoln County Hospital Patient commented, their spouse had received a letter from Neurologist which mentions some medication changes, patient tried to make contact with the number on the top of the letter, which then took them to the Patient Service Hub. Patient queried that they need to speak to the Consultant or secretary about spouses medications changes, person in the patient service hub stated they would make contact with the relevant persons and they should get back to them, but could take up to 2 weeks. 2 weeks it too long when medications need altering, and questions need responding to. Notes / Questions Healthwatch provided PALs information.

2. Case 16707 (20-07-2026)

Providers: Pilgrim Hospital

Carer/Patient feedback in relation to the Patient Service Hub.

Carer had made contact with Patient Service Hub in early July, took over 50 minutes waiting for someone to pick up. Spoke to a person, who stated they were going to speak with someone and get them to make contact with the carer. This didn't happen, carer made another call last week and spoke with another person, who stated they were unable to see that the patient had made contact previously or whether their colleague had sent a message or done anything as no electronic trail.

Carer/patient did get a call back after this second call, where carer explained their spouse was waiting for an appointment for a follow up as should be seen every 12 months and the 12 months was up in June.

Unable to provide an appointment and no timescale provided. Carer commented this system seems to be more complicated, and no-one in the patient service hub can see the what, where, when. So the patient has to go through everything several times.

Notes / Questions

Healthwatch asks - is there an electronic trail, so staff are aware what colleagues have done for patients?

Informal Complaint

1. Case 16675 (15-07-2026)

PCN: South Lincolnshire Rural

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULHT) / ULHT

Patient request, Social Prescriber provided Healthwatch information - I would like help to claim for NHS negligence I had an accident 4 years ago and I'm now left paralysed I'm my whole left arm and now all they want to do is amputate it.

Notes / Questions

Healthwatch ascertained when this occurred, information provided of Formal Complaints and Advocacy if support is required.

Provider Response

15/7/26 - Patient response - Yes it's been 4 years because I've been under the surgeon but now they don't know what to do apart from amputating my arm

Compliment

1. Case 16709 (20-07-2026)

Providers: Pilgrim Hospital

Ophthalmology

Patient commented - I have recently been referred to our local hospital by my optometrist with a suspected hole in my eye. I was given an appointment within one week of the referral. The ophthalmologist phoned me two weeks later to see how I was which I thought was going above and beyond care wise. The hospital staff were amazing.

Notes / Questions

No patient details provided

East Lindsey District Council x 7

- 3 x General Comment
- 4 x Compliment

General Comment

1. Case 16653 (07-07-2026)

Providers: Pilgrim Hospital

Day Procedure

Relative commented, spouse went to Pilgrim Hospital for a day procedure. In general, it was an OK experience. Spouse has a short-term memory span of half an hour; they need to be treated as someone who has early dementia (even though it's not that). Spouse doesn't look like they need help, but relative needs to be there on their behalf.

On the ward they didn't know how to deal with spouse's symptoms and didn't seem to understand how it affects spouse and the situation. This is most/all staff on the ward, including the Drs. So good in general, parking isn't easy though and the phlebotomist was brilliant.

Notes / Questions

No patient details shared

2. Case 16676 (15-07-2026)

PCN: First Coastal

Providers: Pilgrim Hospital

Patient contacted Healthwatch who has previously been supported by HW.

Patient is concerned that they had previously (Sept 2025) had an upper abdominal scan completed as per referral from their GP, however it was the incorrect scan referred for, they tell me another appointment was made sometime this year, however as they had, had a fall and hurt their back, and was currently in hospital, this was cancelled and not had any further contact.

Patient had been informed it would be another 18 - 20 + weeks for a scan on the lower bladder. I did try and get to the bottom of whether another referral had been sent etc, however patient is so mixed up, difficult to ascertain, however patient is of the understanding that a referral was made but didn't know when.

They mention they are in constant pain on the left side and feels a tugging sensation.

Notes / Questions

Healthwatch provided Patient Services Hub information, however patient requested Healthwatch make contact with PALs.

Provider Response

PALs response : that could see that GP had referred for ultrasound in March. That the patient had been told the correct information about wait times. But hopefully they would hear something soon. Information passed onto the patient.

3. Case 16739 (27-07-2026)

Providers: Pilgrim Hospital

General Surgery

I was sent a text for a telephone appointment - I thought it was a scam as I had to click a link and I couldn't do that as I have a flip phone - my relative was here at the time and they looked up the link and told me it was genuine - the text didn't say which hospital, who the consultant was and what it was about - I was expecting to hear from two departments and didn't know which this was. When the consultant phoned I couldn't hear what they were saying as there was an echo on their phone and kept breaking up and I couldn't understand their accent, so I didn't fully understand what they were saying - I just assumed my CT results were ok otherwise I would have been seen face to face. I would have preferred a face to face appointment. I would have preferred an appointment letter in the post which would be clear about who and what.

Notes / Questions

No patient details provided

Compliment

1. Case 16748 (28-07-2026)

PCN: East Lindsey

Providers: Boston West Hospital

Information received via volunteer engagement activity.

Patient commented - Once relative had the MRI they were seen by the spine specialist at Boston West Hospital. The specialist couldn't see what was happening so an injection was tried, but that was no good, they tried a second injection and then the specialist referred for another MRI, they were talking about doing an operation. The specialist was good at communicating and showing relative what was happening using the scan from the MRI.

Relative are seeing a physio privately as there is no-one locally that can do anything, they just say for relative to do exercises, but the physio says that is not appropriate. All the long waits and miscommunications are affecting their mental health.

2. Case 16656 (07-07-2026)

Providers: Lincoln County Hospital

Patient commented at Lincoln County Hospital, the Ulcerative Colitis clinic is superb. Have been going there for years. You send an email and they respond straight back.

Notes / Questions

No patient details shared

3. Case 16655 (07-07-2026)

PCN: Meridian

Providers: United Lincolnshire Teaching Hospitals NHS Trust (ULTH) / ULHT

For Information: Lincolnshire Community Health Services NHS Trust (LCHS)

Patient commented. The eye clinic at Louth Hospital is very good, friendly staff, and a very good service. Easy to get to, no waiting time and easy to park. Efficiently run.

All of the above for this service and other things I have had there, like scans etc.

Notes / Questions

No patient details shared

4. Case 16659 (07-07-2026)

Providers: Pilgrim Hospital

Patient commented they had a positive experience and that the Consultants were on the ball regarding Prostate problems and pancreas concerns, under general surgery. They have to go every year for an MRI and the hospital gets in touch with me with an appointment.

Notes / Questions

No patient details shared

Lincoln City District Council x 4

- 2 x General Comment
- 2 x Compliment

General Comment

1. Case 16673 (13-07-2026)

PCN: Lincoln Healthcare Partnerships

Providers: Lincoln County Hospital

Relative commented - My 80+ year old parent was taken to hospital in an ambulance, extremely confused with respiratory symptoms and low blood pressure. We spent 45 hours in a broken reclining chair as my parent became worse and eventually not drinking or eating. We got in A&E around 5:30pm. We didn't see a doctor until midnight. My parent was given a catheter and fluids and an urgent chest x-ray and CT head was done. The senior doctor said they would review the test but they didn't and we waited until the medical doctor came. They reviewed my parent and nothing changed except more waiting and no antibiotics for the infection was prescribed. The nurse on days told me they came from another ward and had 41 patients in the day and 2 nurses to 141 patients at night.

When they finally found a bed for my parent they had deteriorated and needed a bed to transfer to Clayton Ward. The care they received on the ward was excellent and they helped my parent to get well and start mobilising. They also set up home care. On my parents discharge documents, it said the x-ray taken in A&E showed part of their lung had collapsed. The doctors in A&E did the tests and have a duty of care to review those tests.

My parent's deterioration could have been prevented or treated sooner had those tests been reviewed. It seems to be common practice that tests are requested then the patient is put under the medical team and the doctors in A&E take no further responsibility for the patients care. A&E are woefully understaffed, under trained and do not review the patients under their care. It is pointless to do tests and observations if nobody is reviewing them. Patients are left in chairs and no one is asked if they need the toilet. I took patients to the toilet. There is no dignity for patients, it's horrific to watch.

My concerns lie with A&E majorly, where patients are sat in chairs, given IV and other drugs without sterile procedures.

Notes / Questions

I do not want Healthwatch Lincolnshire to email me about advice and information

2. Case 16732 (27-07-2026)

Providers: Lincoln County Hospital

Information received via volunteer engagement activity.

Orthopaedics

Patient commented - Fracture clinic after a fall. Infection set in due to not being cleaned out properly. I have had this problem for the last 10 years. Now under the care of Oxford Bone Centre, monthly blood samples taken, due to infection and on permanent antibiotics for life.

Notes / Questions

No contact details provided

Compliment

1. Case 16666 (08-07-2026)

Providers: Lincoln County Hospital

A&E

Patient stated - I just wanted to say that I visited A&E yesterday in Lincoln and I had a good experience. I read so much about bad experiences. I felt it important to give some positive feedback.

Whilst I had to wait two hours to have a bad cut glued back together, the process and experience was calm and measured and I felt well looked after.

It was busy in A&E but it was well laid out well organised and the seats were very comfortable and everybody there seemed very friendly although of course a little frustrated about the delays.

Notes / Questions

No patient details shared

2. Case 16671 (13-07-2026)

Providers: Lincoln County Hospital

Branston Ward, operating theatre

The staff have been so attentive and caring throughout my day today. They made a procedure on a really hot day so much easier on me. I felt so cared about.

Notes / Questions

No patient details shared

North Kesteven District Council x 12

- 7 x General Comment
- 1 x Informal Complaint
- 4 x Compliment

General Comment

1. Case 16672 (13-07-2026)

Providers: Lincoln County Hospital

A&E

Nothing went well. Terrible for my adult child at Lincoln County Hospital. Their experience was awful. They passed away 1 day later at home. I have photos to prove it. The care was terrible, no facilities to care for people, and this is not the first time.

Lincoln Hospital need to take a long hard look at how its been managed. I don't think people want to change as they are happy taking their wages, they should be ashamed.

I work in the food industry, and we take that far more seriously than the hospital does, people need to be accountable.

Notes / Questions

Healthwatch provided, complaints information; CQC; Advocacy services; Bereavement information and support groups. PHSO if needed at a later date.

2. Case 16691 (16-07-2026)

Providers:

For Information: Lincoln County Hospital

Patient comments that given a date and time for x-ray at Lincoln County Hospital. They arrived a lot earlier as allowed for not being able to find a disabled parking space. Staff very good in x-ray, had to wait for results. Car parking needs sorting , not enough blue badge disabled parking spaces.

Notes / Questions

No personal information shared.

3. Case 16692 (17-07-2026)

Providers:

For Information: Lincoln County Hospital

Patient comments that they fell down stairs and went to A&E. It was crowded, noisy and after seeing " Reception ?" had to wait hours to be seen by a Nurse, then wait again for Doctor. I was lucky, some were waiting many hours for a bed . Staff were doing their best but the system is broken.

Notes / Questions

No personal details shared

4. Case 16693 (17-07-2026)

Providers:

For Information: Lincoln County Hospital, Queen's Medical Centre (Nottingham)

Paediatrics

Parent comments that Staff were helpful and friendly , they made sure we were comfortable throughout our stay. However, numbing cream was left on my child's arm too long which caused burns, when a cannula was inserted this caused layers of skin to be rubbed off leaving significant scabs. Information between Lincoln Paediatrics and Rheumatology at QMC has not been shared, this has led to multiple blood tests being re taken causing distress. QMC have now sent for incorrect bloods now needing further tests.

Notes / Questions

No patient information shared

5. Case 16696 (17-07-2026)

Providers:

For Information: Lincoln County Hospital

Patient shares experience that they recently had their gall bladder removed in May this year. The operation went well but they got a bad infection post op. They made a call to the hospital who told me to go A&E in the evening 2 weeks after the operation. They waited 13 hours to be seen the readmitted to the ward. A junior Doctor carried out a procedure to open the wound, they used a scalpel but no local to numb the area. It hurt !

The Surgical Wars was so very busy. The patient felt for the Staff. Moving patients and beds in the middle of the night to make space for patients from A&E. The patient saw the Consultant who said they could go home but they were asked to leave the ward an hour before their taxi was due because they needed the bed. Patient describes this as a very unpleasant experience.

Patient wanted to mention a member of staff who was on the Surgical Ward when they were an in patient. They were wonderful, very busybut still had a wonderful manner and loads of patience.

Notes / Questions

Signposted to PALs ULHT information given about how to make a complaint but also then able to name member of staff who made a difference to their care as this will go to the Ward.

6. Case 16729 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Information received via volunteer engagement activity.

Outpatient Cardiology & CT angiogram

Patient commented - I asked my GP for a referral due to the sudden death of my sibling last June, they were found to have ischaemic heart disease and died after collapsing aged 65. My other sibling who was 68 had a heart attack in the February of last year too. I myself had had previous heart issues and tests, so I asked my GP who did not hesitate to reassure me that because of recent events and family history they would refer me. That was August last year.

I finally saw a cardiologist in early 2026, had my CT scan in the Feb/March, but it took until the end of June and multiple phone calls until I got my results and letter telling me the results, I believe this is a result of admin changes in the hospital.

It appeared to work so much better with individual secretaries for consultants rather than a hub. The registrar was lovely though.

7. Case 16737 (27-07-2026)

PCN: South Lincoln Healthcare

Providers: Lincoln County Hospital

Patient shares experience : that has been trying to contact by phone the Medical Secretaries Gynaecology, an appointment has been made for the patient which is at 14 weeks, yet should be for 15 weeks.

Patient tried the usual contact number, but got through to the patient service hub, patient tried to explain that the injection needed is at 15 weeks, where they stated that was the date and then cut the patient off.

Patient is due to be at the hospital on 25 August for a blood test and hoped they could do both appointments on the same day, but it seemed the hub has no flexibility at all.

Notes / Questions

Patient request for Healthwatch to make contact with PALs

Provider Response

28/7/26 - PALs - Will make contact with the patient

Informal Complaint

1. Case 16681 (16-07-2026)

Providers:**For Information:** Lincoln County Hospital

Individual concerned about the waiting list for Orthopaedic Surgery. They were diagnosed with a worn out right hip joint in October 25. The Consultant explained that the only treatment was a hip replacement. However they are still waiting for this Surgery. This is booked for late August 2026. But they have in so much pain which has impacted their life in that they cannot walk very far and the most comfortable situation is sitting. They do not believe it is acceptable to have to wait for such a long time.

Compliment

1. Case 16643 (02-07-2026)

Providers: Grantham + District Hospital

Patient comments that had care on Surgical 1 Ward, at Grantham Hospital. Really well looked after. The Nurse kept asking if they wanted any pain relief. Offered a sandwich when they came back from their operation, then lunch shortly after. Waiting in theatre was OK. Lots of Staff talking to me and one had hold of my hand. I had a phone call the next day to see if I was OK. Top marks to Staff.

2. Case 16644 (02-07-2026)

Providers:**For Information:** Lincoln County Hospital

Patient experience shared that has been under Oncology Department for 11 years in total and have had nothing but the best treatment. Had all the care that I asked for, including all the assistance from the McMillan Team.

3. Case 16698 (17-07-2026)

Providers:**For Information:** Lincoln County Hospital

Patient comments that have had removal of growth on their right cheek because of possible skin cancer. They went ahead to remove the whole lesion and now a biopsy has been sent off for analysis. Surgeon recommended removal of whole lesion so left with 1 inch scar but very happy with the service provided and efficiency of all the team. Very professional and reassuring.

4. Case 16703 (17-07-2026)

Providers:**For Information:** Lincoln County Hospital

Patient comments that when they go to Parkinsons Clinic at Lincoln County Hospital the staff are wonderful and treat me as if I am the only patient when there are always lots of others.

South Holland District Council x 2

- 2 x General Comment

General Comment

1. Case 16746 (28-07-2026)

Providers: ACES Eyecare - Wisbech, Lincolnshire Integrated Care Services (ICS/ICB)

Referred through from Healthwatch Peterborough and Cambridgeshire

Patient commented - I have had laser treatment on left eye during treatment consultant told me right eye also needs done so I got referred from optician

Was then informed that NHS Lincolnshire has told supplier that there cannot issue appointment for 16 weeks after referral so they have imposed a waiting list on supplier they have capacity but cannot make appointments until 16 weeks

Is this a way to extend waiting lists

It makes me wonder what other waiting lists are made by NHS

Previous treatment took me 5 months to get treatment due to this instruction to supplier.

I am still suffering from severe headaches and eyesight is getting worse I do not want to end up losing my sight in right eye.

Notes / Questions

Healthwatch provided information on ICB; CQC; PALs; NHS 111 and Advocacy. Patient also going to their MP

2. Case 16710 (20-07-2026)

Providers: Peterborough City Hospital

Breast Clinic,

Patient commented - I was asked to show proof of address despite having been treated multiple times at the same hospital. Had to wait 2 hours after the appointment time to be seen in clinic.

Notes / Questions

No patient details provided

South Kesteven District Council x 2 2 x Compliment	Compliment 1. Case 16735 (27-07-2026) Providers: Lincoln County Hospital Information received via volunteer engagement activity. X-Ray department. Patient commented - They are very good and thorough, under high stress, I have never had an issue with any of the Lincolnshire Hospitals to be honest. 2. Case 16738 (27-07-2026) Providers: Peterborough City Hospital Fracture clinic I brought my spouse to the fracture clinic for a follow up appointment. The named receptionist - was professional, helpful and friendly. A credit to the department. In a world where admin are often blamed, I wanted to share a positive experience.
West Lindsey District Council x 2 2 x General Comment	General Comment 1. Case 16663 (08-07-2026) PCN: East Lindsey Providers: Lincoln County Hospital Cardiology Caller commented they had been to Lincoln County Hospital and had a heart monitor fitted for 72 hours in November 2025. Still has no information from this, neither does the GP Surgery, so unable to move forward, unable to go on holiday and feels waiting for over 6 months for a letter to be sent is quite ridiculous. Patient has been in contact with PALs, who have tried to get this sorted, but to date still nothing received. GP surgery have also chased. Notes / Questions Patient requested Healthwatch make contact with the hospital department Service Manager Provider Response 8/7/26 - Will chase the Consultant 13/7/26 - patient made contact with HW, not heard anything. HW made contact with Cardiology again to chase. 14/7/26 - (patient update) - patient and GP Surgery now have copies of the discharge letter 2. Case 16669 (13-07-2026) Providers: Lincoln County Hospital Neurology Lincoln County Hospital Waited months for an appointment to see a neurologist. Then six weeks for a pain induction test. Now waiting for the follow-up appointment, its been six months. Notes / Questions No patient details shared
All Areas x 2 1 x General Comment 1 x Compliment	General Comment 1. Case 16649 (03-07-2026) Providers: Lincoln County Hospital General outpatients and hospital-based Consultants. The letter arrived 5 days after the appointment and after I had received the text saying I had missed the appointment and I was being discharged. Notes / Questions No personal information provided Healthwatch asks - under these circumstances as it was a hospital error not patient error, are patients reinstated? Compliment

1. Case 16715 (24-07-2026)

Providers:

For Information: Grantham + District Hospital

Patient comments that they had an appointment with gynaecology. It was the best appointment they have had in 15 years. The doctor was delightful. They listened and explained things clearly with me and made sure I understood. They also asked me questions and listened to my answers. They have never felt so included in their own health discussion. They are very happy with the outcome and advice given by the doctor and can't express how absolutely wonderful it was to see them.

Notes / Questions

No patient information provided

Mental Health and Learning Disabilities

Area	Case Details
South Holland District Council x 1 1 x Formal Complaint	Formal Complaint 1. Case 16678 (15-07-2026) Providers: For Information: Lincolnshire Partnership NHS Foundation Trust LPFT (Mental Health) Caller requesting information about NHS Advocacy in Lincolnshire. Complicated issues and official complaints ongoing with LPFT services and PALs. Caller declined PACT (Personality and Complex Care Team), twice, which they disagree with. Has also had issues with a hospital in London where they were a patient and have been trying to get SARS request for information and access to their medical records which has been denied. Aware of CQC and has tried to access Parliamentary Health Ombudsman but told there is a six month wait for any investigations to be carried out and would like this resolved before this. Notes / Questions Signposted to NHS Advocacy services Voiceability, CQC, PHSO , ICO how to make a complaint.

Social Care Services

Area	Case Details
South Kesteven District Council x 1 1 x Signposting	Signposting 1. Case 16646 (03-07-2026) Providers: For Information: Lincolnshire County Council - Adult Social Care Assistant Manager of Stamford Day Centre wanting information about responsibilities of a Power of Attorney (LPA) for health to arrange additional support for the individual they have LPA for. Information requested " sometimes a person who uses their services might need additional support from outside of their organisation and another person (such as a family member) has power of attorney relating to health, who ultimately has the responsibility to arrange additional support for the individual (this could be wheelchair assistance, getting them referred to a specialist). As staff they are not always aware of who should be doing what and when and asked if their were any guidelines etc that they should be more aware of. Sometimes this might lead to no-one doing anything as no-one seems to know who should be doing what for the person that they are working with in the day centre" Notes / Questions Information and signposting given re LPA for health and wellbeing and links to NHS,CAB, Age UK, Marie Curie, Mencap information.

Other

Area	Case Details
East Lindsey District Council x 2 1 x General Comment 1 x Compliment	General Comment

	1. Case 16749 (28-07-2026) PCN: East Lindsey Providers: DWP For Information: Lincolnshire Integrated Care Services (ICS/ICB) Information received via volunteer engagement activity. <i>Patient commented</i> - my relative is trying to get PIP because of a back problem. They work in a care home, the spine problems are caused by years of working in the care industry. They currently do 12 hour night shifts, spread over 2 nights a week, as doing night shifts is less harmful on their back. They have been informed they are unable to get PIP as they can communicate! it has been refused even though their physio has provided a letter and also their back specialist. DWP have taken no notice of these letters. Because they work my relative is not entitled to it. Their GP and specialist have suggested they cut their working hours down, but relative is unable as there are bills to pay, feels like they are going around in a big circle. Notes / Questions Volunteer provided information about DWP, and a referral was made by the library staff to DWP representative who visits the library to support visitors. Compliment 1. Case 16742 (27-07-2026) PCN: East Lindsey Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB) Information received via volunteer engagement activity. <i>Patient commented</i> - I've used Anima today and got on ok, I can now because I came to the Digi session at the Library on a Thursday and they helped me, so now I get on fine with it. I use the Library a lot and find it really useful, including things like Citizens Advice drop ins. Notes / Questions No patient details provided
South Holland District Council x 1 1 x Signposting	Signposting 1. Case 16664 (08-07-2026) PCN: South Lincolnshire Rural Providers: For Information: Lincolnshire Integrated Care Services (ICS/ICB) Colleague spoke with person at the U3A Sutton Bridge for Rurality Project. Carer looking for support and social interaction for disabled adult child (aged 47) who lives at home. Notes / Questions Healthwatch provided:- Connect to Support; Social Prescribing; Carers First. Request if anything specific required to get in contact and HW will look at options available.